

# ENAYA COUNSELING & CONSULTING LLC

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## **Cancellation and Termination Policy**

\*(Effective Immediately)

\*\* (Please note this supersedes the previous cancellation policy in the informed consent if you signed one previously).

A cancelled appointment (in-person and/or telemental health) does not just delay progress in therapy but also hurts three people: you, your therapist, and another client who could have potentially used your time slot. Therapy sessions are scheduled in advance and are a time reserved exclusively for you.

When a session is cancelled without adequate notice, your therapist is unable to fill this time slot by offering it to another current client, a client on the wait list, or a client with a clinical emergency. In addition, insurance companies do not reimburse for missed sessions.

**This cancellation policy is not a penalty or a punishment.** Most clients understand this. Very rarely, there will be a client who will feel that he or she is being punished when they are charged a late cancellation fee. Please understand that mental health therapy should be viewed as any other important medical appointment would be viewed. While it is a time commitment, **this is for your personal betterment, growth, and consistency is key in order to achieve optimum benefits of therapy.**

A fee of **\$190** will be charged when you miss/don't show up or cancel an appointment **without giving 24 hours** advanced notice. This means that if an appointment is scheduled for 3:00 pm on a Tuesday, notice must be given by 3:00 pm on Monday at the absolute latest. You can cancel your appointment by calling, texting, or emailing your specific therapist. Anytime a client does not show up **within 15 minutes** of the prescheduled session is considered a **missed session** or a session that you have no showed for. **\*For Saturday or Sunday appointments, 48-hour notice is required. Please note that for a telehealth appointment, it is important to have the privacy to connect safely for your sessions, otherwise the appointment will need to be rescheduled and the late charges will be applicable. For example, for your confidentiality and privacy, we cannot meet while you are working at your job and expect to be or may be interrupted.**

The only time your therapist may waive this fee is in the event of **serious or contagious illness or extreme weather or life threatening emergency.** If you are unsure, please contact your therapist for further guidance. Please note that this fee cannot be applied is for clients with Medicaid insurance.

**Termination Policy:**

That being said, **2 consecutive missed appointments** without first reaching out to the therapist, attempting to reschedule, or otherwise indicating clear commitment to treatment, can result in termination of the therapeutic relationship. If you miss **two or more scheduled appointments within a 30 day time period** without cancelling or rescheduling in accordance with cancellation policy of 24 hours' advance notice, **the therapeutic relationship will be terminated.**

Additionally, your therapist may terminate for the following reasons after making efforts to discuss with you appropriately beforehand:

- a) if determined that counseling is not being effective for the presenting concern.
- b) if there is any threat or indication of physical harm from you to your therapist or any office staff then termination will be effective immediately.
- c) if you miss two or more scheduled appointments within a 30 day time period without cancelling or rescheduling in accordance with cancellation policy of 24 hours' advance notice.

In any of the above mentioned cases, **for legal and ethical reasons, the professional therapist-client relationship must be considered as discontinued, thus marking the end of counseling treatment.**

If therapy is terminated for any reason or you request another therapist, your therapist will be glad to provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

### **Resuming Therapy:**

You may resume counseling at any time should you so choose, however you may be placed on a waiting list if there are other clients waiting to use your time slot. This is standard practice with most therapy agencies and private practice offices.

**I am sincerely looking forward to facilitating you on your journey toward healing and growth.** If you have any questions about any part of this document or policy, please ask on the day of your initial appointment.